

Northamptonshire Chamber

Personnel Specification

Job Title: Membership Account Coordinator

Department: Membership

Candidate:

Date of Interview:

| Criteria for Selection | Score | | | | | |
|--|-------|---|---|---|---|---|
| <i>Essential Criteria</i> | 1 | 2 | 3 | 4 | 5 | 6 |
| <ol style="list-style-type: none"> 1. Relevant experience of working in a proactive customer care environment, with the majority of the time working with customers via the telephone 2. Professional and confident communications skills both verbal and written. 3. Excellent organisational skills including an attention to detail. 4. Ability to work as part of a team as well as on own initiative. 5. Flexible attitude to work. 6. Self motivated and driven by results. 7. Effective IT skills including the use of databases | | | | | | |
| Essential Totals (X2) | | | | | | |
| <i>Desirable Criteria</i> | | | | | | |
| <ol style="list-style-type: none"> 1. Previous knowledge of membership organisations. 2. Clean driving License | | | | | | |
| Desirable Totals | | | | | | |

1 - Untested

2 - Unacceptable

3 - Aptitude to perform with training

4 - Acceptable to perform job

5 - Slightly more than acceptable

6 - Much higher than acceptable